



Your claim – what next

Introduction

Please contact a tribunal office or the Employment Tribunals Public Enquiry Line:
England and Wales: **0300 123 1024**; Scotland: **0141 354 8574**

Textphone: **+44 (0)1509 221564** if you would like a copy of this booklet in Braille or large print.

Presidential Guidance

Under the Employment Tribunal Rules the Presidents of the Employment Tribunals in England and Wales and Scotland may issue Presidential Guidance. The aim of that guidance is to improve consistency in the way Employment Tribunals manage cases and enable the parties to better understand what is expected of them and what to expect. It is not binding but should be followed where possible.

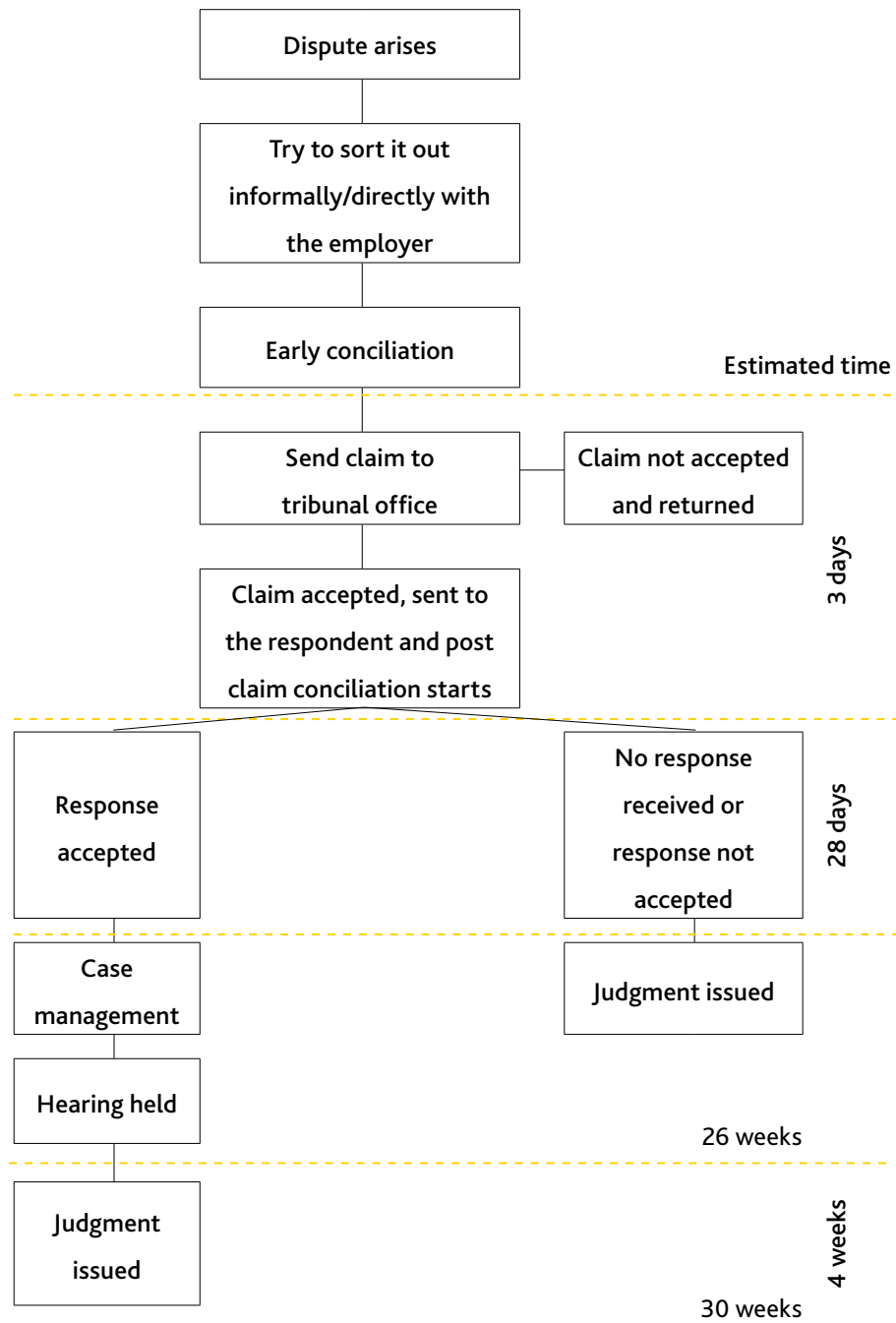
The Presidential guidance issued by both Presidents may be found at:
www.gov.uk/employment-tribunals/legislation

What does the tribunal do now it has received my claim?

We have accepted your claim and given it a case number which you should quote when you contact the tribunal office by phone or in writing.

We have also sent a copy of your claim to the respondent (or respondents if you are complaining about more than one person or company or organisation) together with a response form on which they must provide certain information and say whether they do not agree with (resist) your claim and, if so, why.

Claim process summary



Acas's role

In most cases we will send a copy of your claim form and the respondent's response form to Acas, (the Advisory, Conciliation and Arbitration Service) an independent, impartial organisation. An Acas conciliator will contact you to explore whether it may be possible to resolve the claim through conciliation, and without the need for a tribunal hearing. This step is required by law even though you have already been through early conciliation.

How long does the respondent have to respond to my claim?

The respondent must complete and return the response form within 28 days of the date that we sent the copy of your claim to them, or longer, if an extension of time is granted by the tribunal. If the respondent does not reply within the time limit or fails to supply the necessary information, their response will not be accepted and the claim is likely to be treated as one to which no defence has been submitted.

In those circumstances an Employment Judge can decide the claim without the need for a hearing although a hearing to determine compensation may sometimes be required.

What happens after the respondent's response form has been accepted?

Once the respondent's response form has been accepted, there may be some issues which need to be dealt with before your case can be decided.

Also, if witnesses are vital to the case but will not come to the hearing freely, you can ask for a witness order to make them attend. If you decide that you need more information or documents from the respondent, you should ask for this in writing, giving a reasonable time limit for responding. If the respondent does not provide the information you ask for, you should write to the tribunal as soon as possible enclosing a copy of your written request and ask the tribunal to issue an order.

The tribunal can also decide that more information is needed from either you or the respondent to clear up a particular matter. The tribunal can give directions in writing or issue orders which you must follow.

In some cases the tribunal may hold a preliminary hearing to allow an Employment Judge to deal with matters like this. It may be held over the phone, by video link if that is appropriate or in person. It is important that you carry out or comply with any order made by the tribunal.

You should note that Acas conciliation will continue to be available to resolve your claim without the need for a tribunal hearing.

When will my claim be heard?

We will write to you and the respondent at least 14 days before the day of the hearing to tell you when the hearing will take place. With this letter, we will direct you to a booklet called 'The hearing' which will help you prepare for the hearing.

What should I do if my case settles or I wish to withdraw my claim?

You should let us know immediately if your case settles before the hearing. The conciliation officer will let us know if your case is settled through Acas. You must write to us if you want to withdraw either all or part of your claim. You must also tell the respondent that you are withdrawing your claim. You must do this as soon as possible.

Can I correspond with the tribunal by e-mail?

Yes – a full list of employment tribunal e-mail addresses can be found at the back of this booklet. You should make sure you quote the case number in any correspondence and in the title bar of the e-mail and send it to the tribunal office dealing with your claim. The office will do its best to correspond by email if this is your preference but it is not always possible to do so (particularly where the office needs to send you documents which have not been received electronically or contain an Employment Judge's signature). Documents of this type will be sent by post.

Documents sent to the tribunal must be in a 'Word' compatible format. We will not accept documents in other formats. When we receive your e-mail, we will send you an electronic acknowledgement. Do not send further e-mails or phone the tribunal office unless you have not received an acknowledgement within two working days of sending your e-mail.

You are responsible for making sure that the tribunal receives any correspondence sent by e-mail within the relevant time limit.

If you want us to communicate with you by e-mail, you will need to supply a valid e-mail address if you have not already done so on the claim form. When you ask us to communicate with you by e-mail, you are agreeing that you check for incoming e-mail at least once every day and that we may pass your e-mail address to other people involved in your claim.

If we send any documents by e-mail we will use enclosures using the software 'Word XP' currently used by our offices.

Disability or special needs

If you or anyone coming to a tribunal with you has a disability or a particular need, you should contact the tribunal office dealing with your case to discuss the matter. Examples of the help we can provide include converting documents to Braille or larger print and paying for sign language interpreters. We can also provide hearing-induction loops in the room where the hearing is held if you need them. Please contact us as soon as possible so we can make appropriate or suitable arrangements.

Standards of service

If you are unhappy with our service, please contact any tribunal office or Public Enquiry Line for a copy of our leaflet **EX343 - Unhappy with our service - what can you do?** This explains our complaints procedure.

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Further information

Further information can be found on the following link;
www.gov.uk/courts-tribunals/employment-tribunal

Employment tribunal offices

Aberdeen	Mezzanine Floor, Atholl House, 84-88 Guild Street, Aberdeen AB11 6LT	t. 01224 593137 e. aberdeenet@hmcts.gsi.gov.uk
Bristol	Bristol Civil and Family Justice Centre, 2 Redcliff Street, Bristol BS1 6GR	t. 0117 929 8261 e. bristolet@hmcts.gsi.gov.uk
Cardiff	2nd Floor, Caradog House, 1-6 St Andrews Place, Cardiff CF10 3BE	t. 029 2067 8100 e. cardiffet@hmcts.gsi.gov.uk
Dundee	Ground Floor, Block C, Caledonian House, Greenmarket, Dundee DD1 4QB	t. 01382 221578 e. dundeeet@hmcts.gsi.gov.uk
East London	2nd Floor, Anchorage House, 2 Clove Crescent, London E14 2BE	t. 020 7538 6161 e. eastlondon@hmcts.gsi.gov.uk
Edinburgh	54-56 Melville Street, Edinburgh EH3 7HF	t. 0131 226 5584 e. edinburghet@hmcts.gsi.gov.uk
Glasgow	Eagle Building, 215 Bothwell Street, Glasgow G2 7TS	t. 0141 204 0730 e. glasgowet@hmcts.gsi.gov.uk
Huntingdon	Huntingdon Law Courts, Walden Road, Huntingdon PE29 3DW	t. 01480 415600 e. huntingdonet@hmcts.gsi.gov.uk
Leeds	4th Floor, City Exchange, 11 Albion Street, Leeds LS1 5ES	t. 0113 245 9741 e. leedset@hmcts.gsi.gov.uk
London Central	Victory House, 30-34 Kingsway, London WC2B 6EX	t. 020 7273 8603 e. londoncentralet@hmcts.gsi.gov.uk
London South	Montague Court, 101 London Road, West Croydon CR0 2RF	t. 020 8667 9131 e. londonsouthet@hmcts.gsi.gov.uk
Manchester	Alexandra House, 14-22 The Parsonage, Manchester M3 2JA	t. 0161 833 6100 e. manchesteret@hmcts.gsi.gov.uk
Midlands (East)	Nottingham Justice Centre, Carrington Street, Nottingham, NG2 1EE	t. 0115 947 5701 e. midlandseastet@hmcts.gsi.gov.uk
Midlands (West)	Centre City Tower, 7 Hill Street, Birmingham B5 4UU	t. 0121 600 7780 e. midlandswestet@hmcts.gsi.gov.uk
Newcastle	Kings Court, Earl Grey Way, Royal Quays, North Shields, Tyne & Wear NE29 6AR	t. 0191 260 6900 e. newcastleet@hmcts.gsi.gov.uk
Watford	3rd Floor, Radius House, 51 Clarendon Rd, Watford WD17 1HP	t. 01923 281 750 e. watfordet@hmcts.gsi.gov.uk

Our offices are open from 9.00am to 5.00pm Monday to Friday.

We will direct you to a map showing the location of the office where the hearing has been arranged giving details of local car parking and facilities for refreshments and phones.

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